sartorius
mechatronics

Installation Instructions

Sartorius ProControl@Enterprise

SPC@Enterprise and SPC@Enterprise Sampling
Part No. 62S-SPC- ...

98646-003-27

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Intended Use and System Description

Sartorius ProControl (SPC) is made up of the base software **Sartorius AllSuite®** along with the application **SPC@Enterprise** and the terminal application **SPC@Enterprise Sampling**.
SPC@Enterprise is a tool for statistical process control that supports the user in satisfying statutory requirements, standards, delivery terms and company specifications.
SPC@Enterprise Sampling is an application for configuring and controlling user interfaces on testing stations.
The base software, **Sartorius AllSuite®**, can be expanded with additional applications.

System Requirements

Processor	Intel Pentium 4 or AMD Athlon XP, 2 GHz or better
Hard drive	At least 20 GB of available hard drive space
Drive	DVD-ROM
Network	Ethernet 100 MBit/s
	Internet Protocol version 4 (IPv4)
Screen	SPC@Enterprise: Minimum resolution 1280 × 1024 pixels
	SPC@Enterprise Sampling: Minimum resolution 800 × 600 pixels
Operating system (RAM)	Microsoft Windows XP Professional with SP3 (at least 1.0 GB RAM)
	Microsoft Windows Server 2003 with SP2 or R2 (at least 4.0 GB RAM)
	Microsoft Windows Server 2008 with SP2 or R2 (at least 4.0 GB RAM)
	Microsoft Windows Vista with SP2 (at least 2.0 GB RAM)
	Microsoft Windows 7 (at least 2.0 GB RAM)
Software*	Microsoft .NET Framework version 3.5 SP1 or higher
	Microsoft Windows Installer version 4.5 or higher
	Microsoft SQL Server 2005 or 2008 (Express version or higher)

* The required software components are freely available and contained on the DVD-ROM.

Equipment Supplied

1 DVD-ROM Sartorius ProControl@Enterprise with the following contents:

– Applications SPC@Enterprise and SPC@Enterprise Sampling
– Microsoft SQL Server 2008 R2 Express
– System components for Microsoft Windows (.NET Framework, Installer, etc.)
– User manual (PDF file)

1 These installation instructions

About these Installation Instructions

These installation instructions describe the process for installing Sartorius ProControl@Enterprise on a PC under Windows XP. The installation process under Windows Server 2003/2008, Windows Vista or Windows 7 is very similar to the installation under Windows XP.
A detailed user manual for all functions of Sartorius ProControl@Enterprise can be found on the DVD-ROM as a PDF file as well as on the Internet at www.sartorius.com. You can view and print out the user manual with the free software Adobe Reader, which can be installed from the DVD or downloaded for free from the Adobe website (www.adobe.com).
Microsoft SQL Server 2005/2008 is required to run the software.
The installation program for Sartorius ProControl@Enterprise automatically configures the SQL database. Changes to the Microsoft SQL server require extensive knowledge of this program and the SQL database language.

Symbols Used

You will find the following symbols used in these installation instructions:

Symbol	Meaning
⚠	The warning triangle is found before the definition of a possible risk and the measures to prevent any damage.
ⓘ	The i symbol notes tips for optimal use.
▶	The black triangle is found before all instructions to take an action.
▷	The white triangle is found before the results of an action.
–	The list dash is found before all lists.

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The program contained on the DVD-ROM Sartorius ProControl@Enterprise is the property of Sartorius AG. The software may not be reproduced, changed, reverse engineered or modified by recompiling and/or reengineering.
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If you should experience problems with the included software, please contact your supplier. Sartorius AG is entitled to introduce updated software.
No liability is accepted for the software of other developers provided on the DVD-ROM or software already installed on your system.

Users shall be liable for the improper use of said software.

Microsoft, Windows, Windows Server, Windows Vista and SQL Server are registered trademarks of Microsoft Inc. Other product and company names mentioned in these operating instructions may be trademarks or trade names registered to their respective owners.

License Agreements

Important information for purchasers and users of this software!
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By purchasing the data carrier, you have acquired only the simple, non-exclusive right to use the copy of the software it contains. This means that you may not reproduce or copy the program or parts of the program or the operating manual except in order to create backup copies.

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Additional notice for purchasers and users of the free demo version provided!
When provided with a demo version at no charge, the purchaser/user is permitted only the simple, non-exclusive use of the software in trial mode. If the purchaser/user uses the demo version in normal business operations without permission, all liability on the part of Sartorius AG for any damages associated with the software is completely excluded.

For Your Safety

Important Note!
Property damage due to improper use of the software

Changes to the software through recompiling, reengineering and incomplete or faulty inputs could lead to faulty product inspections and/or faulty reports. Faulty inspections and faulty reports can result in property damage.

- Do not engage in any recompiling or reengineering of the software. If any program changes are required, only have them performed by Sartorius employees.
- Please read the user manual – especially section “For Your Safety” – before operating the software.
- Only use the software as described in the user manual.
- The installation instructions and the user manual should be kept so that they are always freely accessible to all personnel who work with the software.
- If the software is transferred to a third party, then these installation instructions and the user manual as well as all accompanying documents should also be handed over.
- Should you have problems with the software that you cannot resolve with the user manual, please contact Sartorius Service and Support.
- If the user manual is lost, you can download the PDF file from the Sartorius website.

Responsibilities of the User

You may only put the software into operation once you have established that the machine or plant that the software is intended to monitor satisfies all applicable requirements, safety regulations and standards for the application.

This includes the following responsibilities in particular:

- Provide regular personnel training to ensure safe operation. In this regard, they must know and use rules regarding accident prevention and occupational safety.

- Limit the access to the software to persons who are properly trained in its use. In this regard, you must define the responsibilities for the various functions and modules of the software.

Intended Use

The **intended** use of the software includes:

- Installing the software on your system in accordance with these installation instructions
- Reading the user manual and this section “For Your Safety”
- Using the software only as described in the user manual
- Using the software only to control devices and components approved by Sartorius.

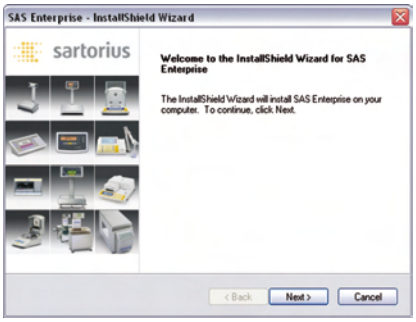
Improper use is considered to mean:

- Changing the software through recompiling and/or reengineering
- Using the software in ways other than described in the user manual

Installing Sartorius ProControl@Enterprise

Administrator rights are required for the installation.

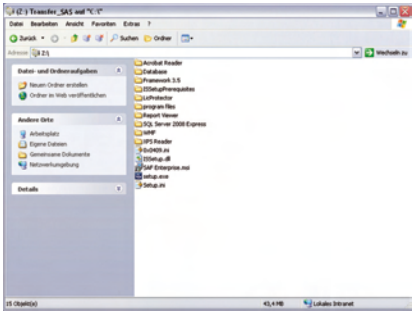
► Close all open applications.


SAS Enterprise - InstallShield Wizard
sartorius
Welcome to the InstallShield Wizard for SAS Enterprise
The InstallShield Wizard will install SAS Enterprise on your computer. To continue, click Next.
< Back
Next >
Cancel

Start the installation program

► Insert the DVD-ROM Sartorius ProControl@Enterprise into your DVD-ROM drive.

▷ The installation program is started automatically.



If the installation program does not start automatically:

► In Windows Explorer, select the DVD drive in which the DVD-ROM was placed.

► Start the installation program [setup.exe].

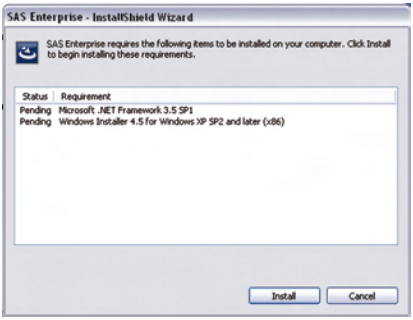
▷ The installation program is executed.

Install required system components

The following system components are required for the program Sartorius ProControl@Enterprise:

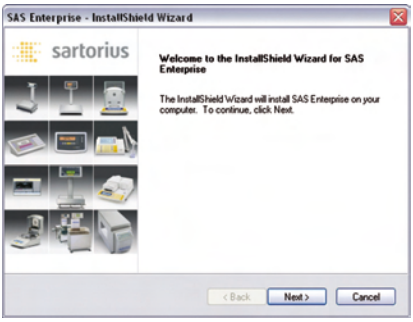
– Microsoft .NET Framework version 3.5 SP1 or higher
– Microsoft Windows Installer version 4.5 or higher

If necessary, the components are installed from the DVD-ROM.
If these components (or a newer version) are already installed on your system, continue reading below at the section “Acknowledge the message”.


SAS Enterprise - InstallShield Wizard
SAS Enterprise requires the following items to be installed on your computer. Click Install to begin installing these requirements.
Status
Requirement
Pending
Microsoft .NET Framework 3.5 SP1
Pending
Windows Installer 4.5 for Windows XP SP2 and later (x86)
Install
Cancel

▶ Click on [Install].
▷ The required system components are automatically installed.

Acknowledge the message


SAS Enterprise - InstallShield Wizard
sartorius
Welcome to the InstallShield Wizard for SAS Enterprise
The InstallShield Wizard will install SAS Enterprise on your computer. To continue, click Next.
< Back
Next >
Cancel

▶ Click on [Next>].

Install program components

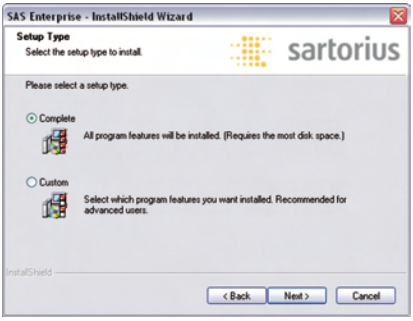
There are two ways to install the program Sartorius ProControl@ Enterprise:

– For the **complete installation** with all program components: Read the next section.

– For the **custom installation** with selected program components: Read the section “Install selected program components” on page 14.

Install all program components

The complete installation requires at least 2 GB of hard drive space.


SAS Enterprise - InstallShield Wizard
Setup Type
Select the setup type to install.
sartorius
Please select a setup type.
Complete
All program features will be installed. (Requires the most disk space.)
Custom
Select which program features you want installed. Recommended for advanced users.
InstallShield
< Back
Next >
Cancel

Select "Complete".

▶ Click on [Next>].

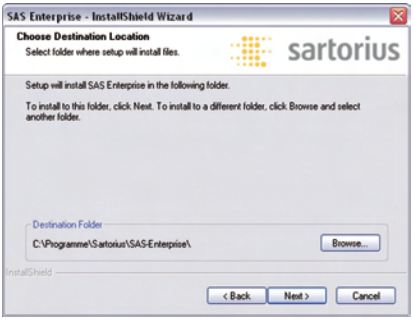
Select the installation path

Depending on the language version of Windows, the folder for "Program Files" may vary. Change the default path accordingly since the path can no longer be changed after installation.

▶ Select an installation path.

▶ Click on [Next>].

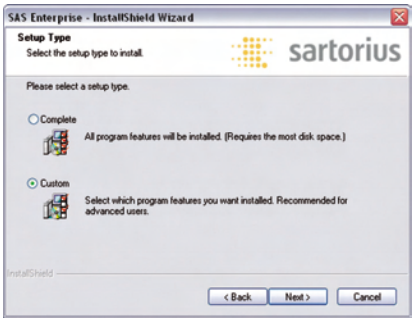
▷ The next installation step for selecting the SQL server and database appears (see page 15).


SAS Enterprise - InstallShield Wizard
Choose Destination Location
Select folder where setup will install files.
sartorius
Setup will install SAS Enterprise in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Programme\Sartorius\SAS-Enterprise\
Browse...
InstallShield
< Back
Next >
Cancel

Install selected program components

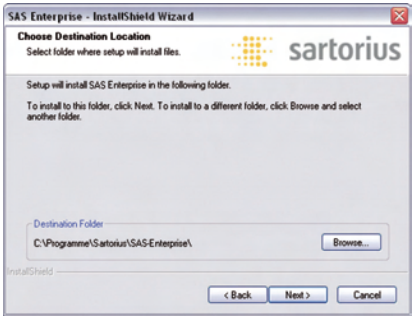
The custom installation requires up to 2 GB of hard drive space.

- ▶ Select “Custom”.
- ▶ Click on [Next>].


SAS Enterprise - InstallShield Wizard
Setup Type
Select the setup type to install.
sartorius
Please select a setup type.
Complete
All program features will be installed. (Requires the most disk space.)
Custom
Select which program features you want installed. Recommended for advanced users.
InstallShield
< Back
Next >
Cancel

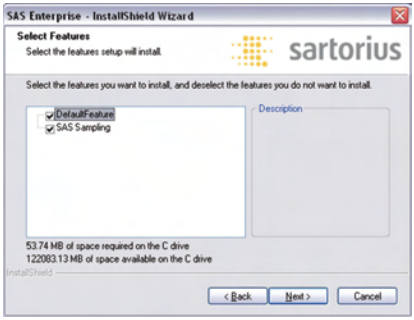
Select the installation path

Depending on the language version of Windows, the folder for “Program Files” may vary. Change the default path accordingly since the path can no longer be changed after installation.


SAS Enterprise - InstallShield Wizard
Choose Destination Location
Select folder where setup will install files.
sartorius
Setup will install SAS Enterprise in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Programme\Sartorius\SAS-Enterprise\
Browse...
InstallShield
< Back
Next >
Cancel

- ▶ Select an installation path.
- ▶ Click on [Next>].

Select components for the custom installation


SAS Enterprise - InstallShield Wizard
Select Features
Select the features setup will install.
sartorius
Select the features you want to install, and deselect the features you do not want to install.
DefaultFeature
SAS Sampling
Description
53.74 MB of space required on the C drive
122083.13 MB of space available on the C drive
InstallShield
< Back
Next >
Cancel

- ▶ Select the desired program components you want to install (set checkmark) or do not want to install (no checkmark):
  - – SPC@Enterprise
  - – SPC@Enterprise Sampling
- ▶ Click on [Next>].
- ▷ The next installation step for selecting the SQL server and database appears (see next section).

Select the SQL server and database

The program Sartorius ProControl@Enterprise requires a database based on Microsoft SQL Server 2005 or 2008.

The free Express version of Microsoft SQL Server provides the required database functions. For greater reliability, performance and extended functions (e.g. automated backup), the Standard or Enterprise version of Microsoft SQL Server 2005 or 2008 is required.

You can choose between three options for the installation or configuration of Microsoft SQL Server 2005 or 2008:

a – **Install the free Microsoft SQL Server 2008 R2 Express and generate the database**: Read the next section.

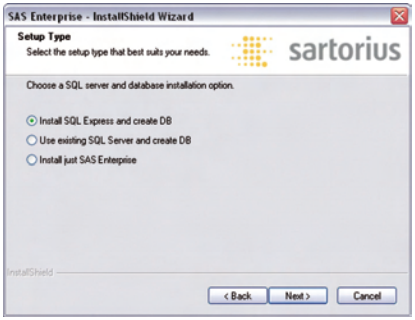
b – **Select an existing SQL Server 2005 or 2008 and generate the database**: Read the section “Select an existing SQL Server and generate the database” on page 18.

c – **Install only the program Sartorius ProControl@Enterprise and use an existing database**: Read the section “Install only the program Sartorius ProControl@Enterprise” on page 21.

a Install SQL Server 2008 R2 Express and generate the database

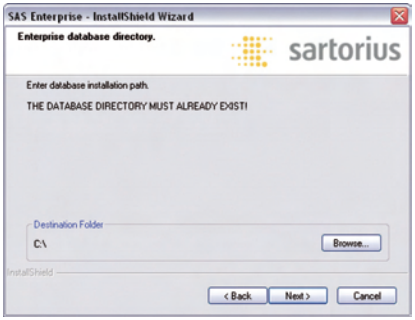
If you would like to install the free version Microsoft SQL Server 2008 R2 Express from the DVD-ROM in order to generate the required database for Sartorius ProControl@Enterprise:

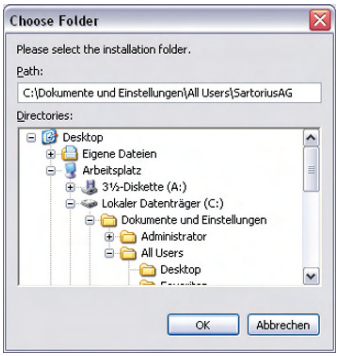
- ▶ Select “Install SQL Express and create DB”.
- ▶ Click on [Next>].


SAS Enterprise - InstallShield Wizard
Setup Type
Select the setup type that best suits your needs.
sartorius
Choose a SQL server and database installation option.
Install SQL Express and create DB
Use existing SQL Server and create DB
Install just SAS Enterprise
InstallShield
< Back
Next >
Cancel

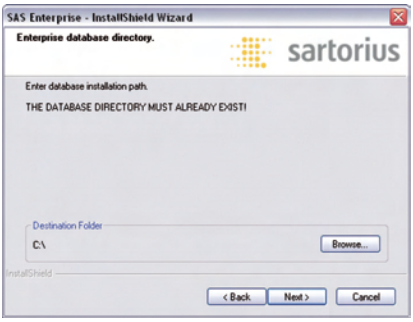
Select a directory for the database

- ▶ Click on [Browse...].
- ▷ The folder selection window appears.

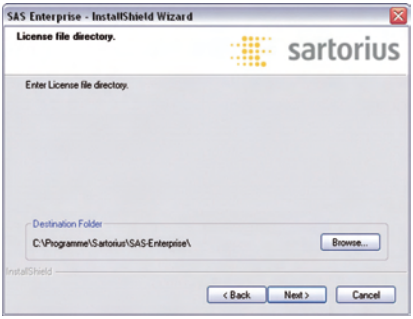




- ▶ Use the folder selection window to select an existing folder for installation of the database. Create a new folder, if necessary.
- ▶ Click on [OK].
- ▷ The folder is selected and the window is closed.



▶ Click on [Next>].

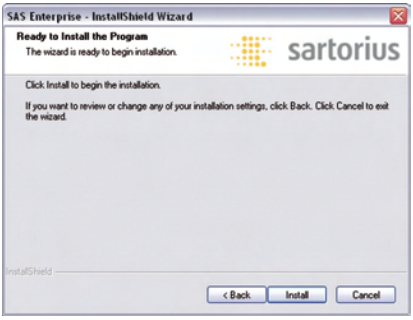


Select a directory for the license file

▶ Change the path for the license file of Sartorius ProControl@Enterprise, if necessary. To do this, click on [Browse...].

▶ Click on [Next>].

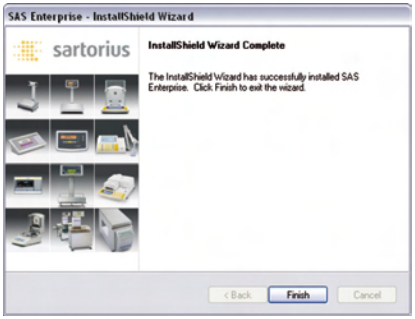
A demo license is used by default when installing Sartorius ProControl@Enterprise. This can be replaced at any time with your own license file (see “Activating the Full Version with the License File” on page 23).


SAS Enterprise - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
sartorius
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Install program components

▶ Click on [Install].

▷ The program components of Sartorius ProControl@Enterprise and Microsoft SQL Server 2008 R2 Express are copied to the hard drive, the database is created and the system is configured.

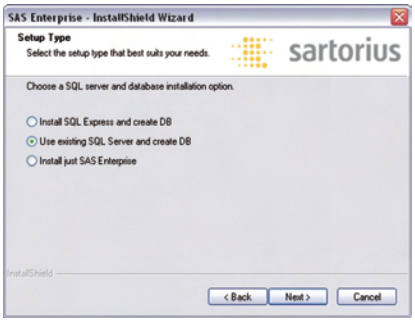


End the installation

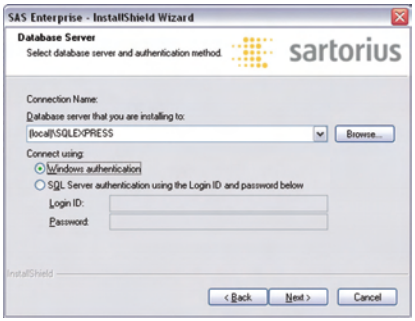
- ▶ Click on [Finish].
- ▷ After this initial installation, the demo version will be active (see also “Activating the Full Version with the License File” on page 23).

b Select an SQL Server and generate the database

If you have already installed Microsoft SQL Server 2005 or 2008 (login account required) and would only like to generate the database required for Sartorius ProControl@Enterprise:


SAS Enterprise - InstallShield Wizard
Setup Type
Select the setup type that best suits your needs.
sartorius
Choose a SQL server and database installation option.
Install SQL Express and create DB
Use existing SQL Server and create DB
Install just SAS Enterprise
InstallShield
< Back
Next >
Cancel

- ▶ Select “Use existing SQL Server and create DB”.
- ▶ Click on [Next>].

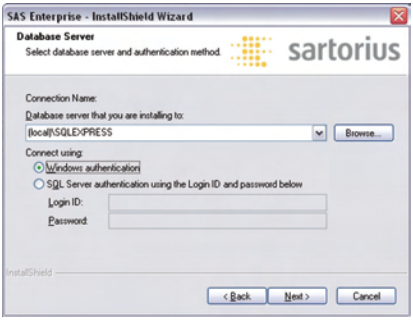


To generate the new database with the existing Microsoft SQL Server 2005 or 2008 installation:

- ▶ Select the existing Microsoft SQL Server 2005 or 2008 installation. If necessary, click on [Browse...] to select the desired server.
- ▶ Click on [Next>].

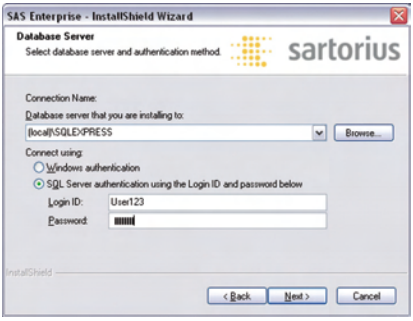
If you use your Windows account for authentification on the existing Microsoft SQL Server 2005 or 2008 installation:

- ▶ Select “Windows authentification”.
- ▶ Click on [Next>].



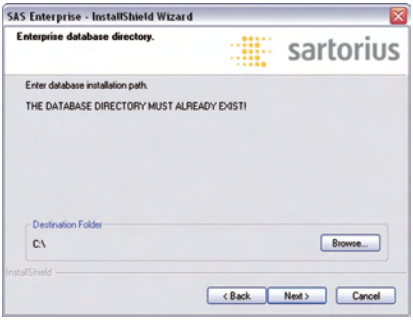
If you use an individual user account for authentification on the existing Microsoft SQL Server 2005 or 2008 installation:

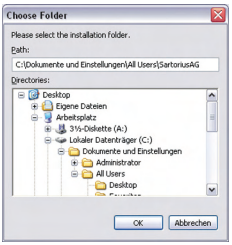
- ▶ Select “SQL Server authentification using the Login ID and password below”.
- ▶ Enter your username in the field “Login ID”.
- ▶ Enter your password in the field “Password”.
- ▶ Click on [Next>].



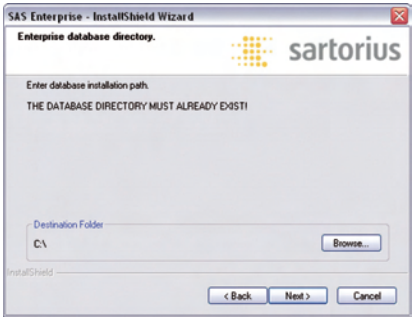
Select a directory for the database

- ▶ Click on [Browse...].
- ▷ The folder selection window appears.



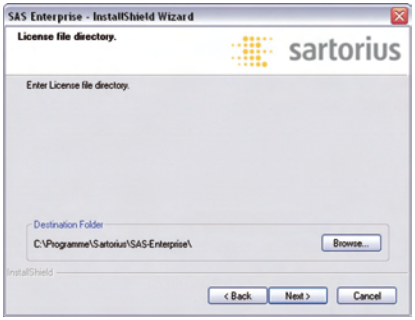


- ▶ Use the folder selection window to select an existing folder for installation of the database. Create a new folder, if necessary.
- ▶ Click on [OK].
- ▷ The window is closed.



- ▶ Click on [Next>].

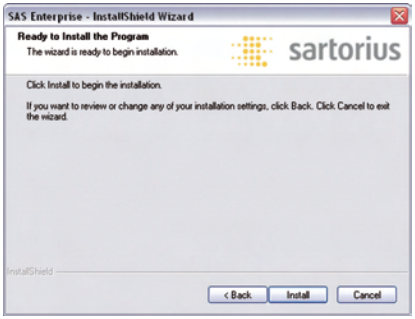
Select a directory for the license file



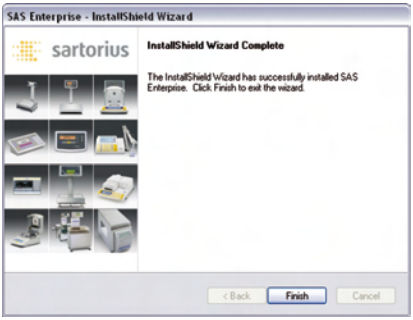
- ▶ Change the path for the license file of Sartorius ProControl@Enterprise, if necessary. To do this, click on [Browse...].
- ▶ Click on [Next>].

A demo license is used by default when installing Sartorius ProControl@Enterprise. This can be replaced at any time with your own license file (see “Activating the Full Version with the License File” on page 23).

Install program components


SAS Enterprise - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
sartorius
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

- ▶ Click on [Install].
- ▷ The program components of Sartorius ProControl@Enterprise are installed on the hard drive, the database is created and the system configured.



End the installation

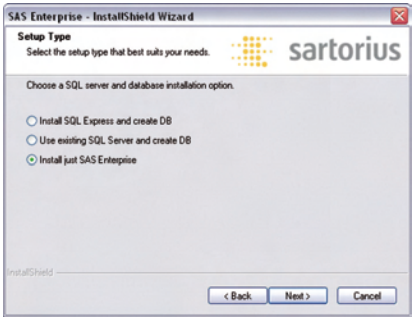
- ▶ Click on [Finish].
- ▷ After this initial installation, the demo version will be active (see also “Activating the Full Version with the License File” on page 23).

C

Install only the program Sartorius ProControl@Enterprise

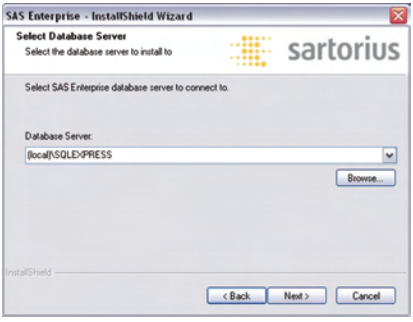
If you have already installed Microsoft SQL Server 2005 or 2008 and would like to use an existing database for Sartorius ProControl@Enterprise:

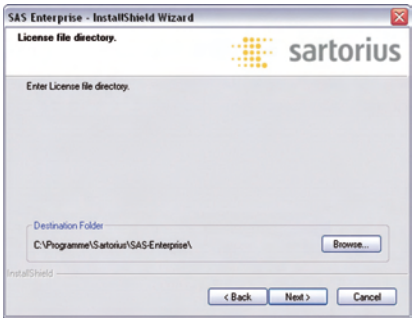
- ▶ Select “Install just Sartorius ProControl@Enterprise”.
- ▶ Click on [Next>].


SAS Enterprise - InstallShield Wizard
Setup Type
Select the setup type that best suits your needs.
sartorius
Choose a SQL server and database installation option.
Install SQL Express and create DB
Use existing SQL Server and create DB
Install just SAS Enterprise
InstallShield
< Back
Next >
Cancel

To select an existing database server for the program Sartorius ProControl@Enterprise:

- ▶ Select the existing Microsoft SQL Server 2005 or 2008 installation. If necessary, click on [Browse...] to select the desired server.
- ▶ Click on [Next>].

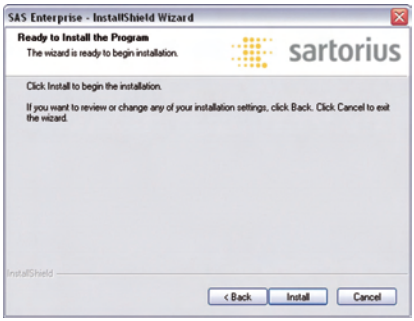




Select a directory for the license file

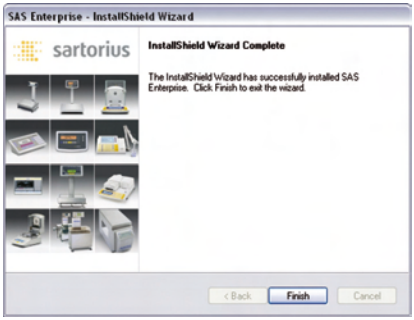
- ▶ Change the path for the license file of Sartorius ProControl@Enterprise, if necessary. To do this, click on [Browse...].
- ▶ Click on [Next>].

A demo license is used by default when installing Sartorius ProControl@Enterprise. This can be replaced at any time with your own license file (see “Activating the Full Version with the License File” on page 23).


SAS Enterprise - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
sartorius
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Install program components

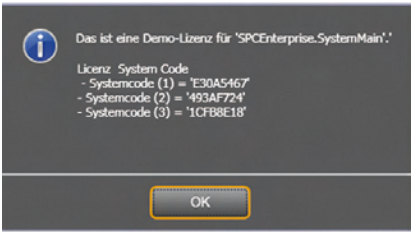
- ▶ Click on [Install].
- ▷ The program components of Sartorius ProControl@Enterprise are installed on the hard drive and the system configured.



End the installation

- ▶ Click on [Finish].
- ▷ After this initial installation, the demo version will be active (see “Activating the Full Version with the License File” on page 23).

Activating the Full Version with the License File


Das ist eine Demo-Lizenz für 'SPCEnterprise.SystemMain'.'
Licenz System Code
- Systemcode (1) = 'E30A5467'
- Systemcode (2) = '493AF724'
- Systemcode (3) = '1CFB8E18'
OK

After the initial installation, Sartorius ProControl@Enterprise is in demo mode. You can test the system for 30 days. All functions of Sartorius ProControl@Enterprise are available to you.

When you start the program SPC@Enterprise or SPC@Enterprise Sampling, a window with the 3 system codes of the demo license appears.

To close the demo license window within the 30-day trial period:

- ▶ Click on [OK].

Purchase license file

For unrestricted use of Sartorius ProControl@Enterprise, you need a license file.

- ▶ Please contact Sartorius AG (see “Contact” on page 30) and purchase a license file for Sartorius ProControl@Enterprise.
- ▶ Have the 3 system codes of the demo license (see above) on hand for purchasing the license file.

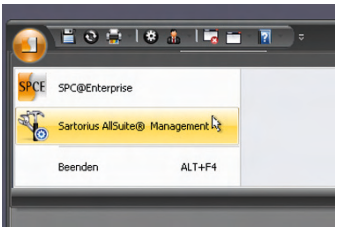
Activating Sartorius ProControl@Enterprise

To activate Sartorius ProControl@Enterprise for unrestricted use, you must replace the demo license file with your purchased license file:

- ▶ Close all programs of Sartorius ProControl@Enterprise.
- ▶ In Windows Explorer, open the folder specified for the license file during installation (by default, the installation program suggests the path C:\Program Files\SartoriusAG\SPC-Enterprise).
- ▶ Replace the demo license “spcenterprise.lic” with the purchased license file “spcenterprise.lic”.
- ▷ The programs of Sartorius ProControl@Enterprise are now activated and can be used without restrictions.

Configuring Software Components

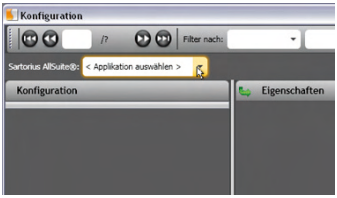
After successful installation, you must configure the program Sartorius ProControl@Enterprise in order to use all its functions optimally. The default settings can be configured via the application Sartorius AllSuite® Management.



- ▶ Start the program SPC@Enterprise.
- ▶ Click on the AllSuite® icon in the upper left corner and then on [Sartorius AllSuite® Management].

- ▶ Click on the [Configuration] tab.
- ▶ Click on the [Config. Data] icon.

▷ The Configuration window appears.



- ▶ Select the desired application from the dropdown list “Sartorius AllSuite®” and configure the basic settings for Sartorius ProControl@Enterprise.

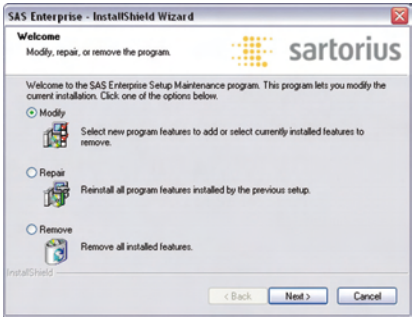
Detailed information about the configuration of Sartorius ProControl@Enterprise can be found in the user manual.
The user manual is contained on the supplied DVD-ROM as a PDF file or can be downloaded from the Internet at www.sartorius.com.

Changing or Repairing Software Components

If the program Sartorius ProControl@Enterprise is already installed on your system, the installation program (see page 10) automatically starts in repair mode.

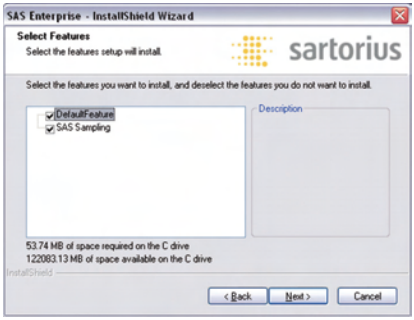
Change software components

If you would like to add or remove software components:


SAS Enterprise - InstallShield Wizard
Welcome
Modify, repair, or remove the program.
sartorius
Welcome to the SAS Enterprise Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Modify
Select new program features to add or select currently installed features to remove.
Repair
Reinstall all program features installed by the previous setup.
Remove
Remove all installed features.
InstallShield
< Back
Next >
Cancel

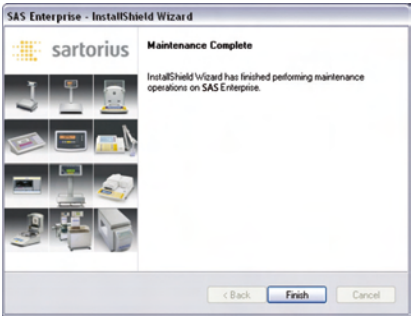
- ▶ Select “Modify”.
- ▶ Click on [Next>].

Select components for changing the installation


SAS Enterprise - InstallShield Wizard
Select Features
Select the features setup will install.
sartorius
Select the features you want to install, and deselect the features you do not want to install.
DefaultFeature
SAS Sampling
Description
53.74 MB of space required on the C drive
12208.13 MB of space available on the C drive
InstallShield
< Back
Next >
Cancel

- ▶ Select the program components you want to add (set checkmark) or remove (no checkmark):
  - – SPC@Enterprise
  - – SPC@Enterprise Sampling
- ▶ Click on [Next>].
- ▷ The selected changes are implemented.

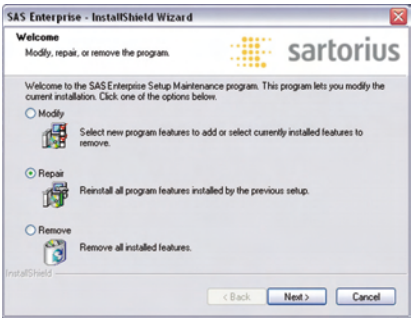
End the installation modification process



- ▶ Click on [Finish].
- ▷ The existing installation has been modified.

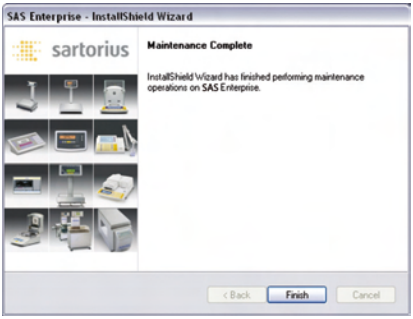
Repair software components

If you would like to repair an existing installation of Sartorius ProControl@Enterprise, for instance because individual program components have been deleted or damaged:


SAS Enterprise - InstallShield Wizard
Welcome
Modify, repair, or remove the program.
sartorius
Welcome to the SAS Enterprise Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Modify
Select new program features to add or select currently installed features to remove.
Repair
Reinstall all program features installed by the previous setup.
Remove
Remove all installed features.
InstallShield
< Back
Next >
Cancel

- ▶ Select “Repair”.
- ▶ Click on [Next>].
- ▷ The repair is performed.

End the installation repair process



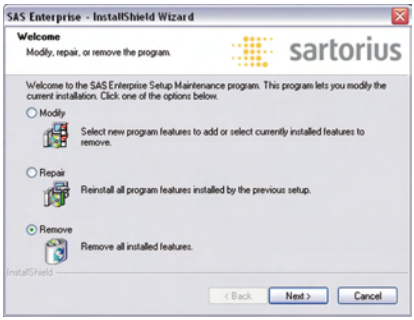
- ▶ Click on [Finish].
- ▷ The existing installation has been modified.

Uninstalling Software Components

You can uninstall the program Sartorius ProControl@Enterprise via the installation program on the DVD-ROM or via the Windows Control Panel (Software category).

The SQL database of Sartorius ProControl@Enterprise is not deleted during uninstallation.

If you use the installation program for uninstalling, the installation program (see page 10) automatically starts in repair mode:

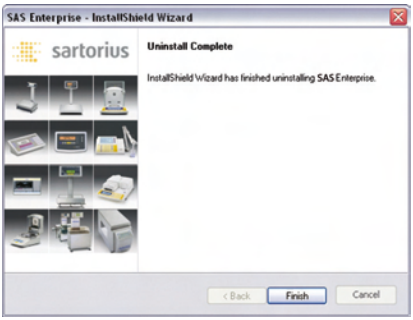

SAS Enterprise - InstallShield Wizard
Welcome
Modify, repair, or remove the program.
sartorius
Welcome to the SAS Enterprise Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Modify
Select new program features to add or select currently installed features to remove.
Repair
Reinstall all program features installed by the previous setup.
Remove
Remove all installed features.
InstallShield
< Back
Next >
Cancel

- ▶ Select “Remove”.
- ▶ Click on [Next>].
- ▷ A confirmation dialog appears.

SAS Enterprise - InstallShield Wizard
Do you want to completely remove the selected application and all of its features?
Ja
Nein

- ▶ Click on [Yes].
- ▷ The uninstallation begins.

End uninstallation



- ▶ Click on [Finish].
- ▷ The program Sartorius ProControl@Enterprise has been uninstalled.

If you would also like to remove Microsoft SQL Server 2008 R2 Express, you must separately uninstall Microsoft SQL Server 2008 R2 Express. Use the Windows Control Panel (Software category) to do this.

Contact

Sartorius AG
Weender Landstrasse 94-108
37075 Goettingen, Germany
Phone: +49 551 308-0
Fax: +49 551 308-3289
E-mail: Int.service@sartorius.com
Internet: www.sartorius.com

If you would like to contact the Sartorius AG Service Center:
▶ Have the following information ready.
– Name of the software used
– Version number (In the program Sartorius ProControl@Enterprise, click on the icon and on [About]).

You can reach the Sartorius AG Service Center at the following times:
– Monday through Thursday: 8:00 am to 4:30 pm
– Friday: 8:00 am to 2:30 pm

You can reach the Sartorius AG Service Center in the following ways:
– Service Center: +49 551 308-4440
– Fax: +49 551 308-4449
– E-mail: Int.service@sartorius.com

Sartorius AG
Weender Landstrasse 94-108
37075 Goettingen, Germany
Phone +49.551.308.0
Fax +49.551.308.3289
www.sartorius-mechatronics.com

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